

WHAT IS CLAIMED IS:

1. A knowledge-based management diagnosis method comprising the steps of:

collecting and accumulating awareness data from a plurality of subjects in an organization, the awareness data expressing at least knowledge assets and feature assets about actions; and

analyzing the accumulated awareness data, and outputting results of the analysis to a presentation side terminal through a communication link.

2. The knowledge-based management diagnosis method of claim 1, wherein the knowledge assets are temporal knowledge assets in a situation where said respective subjects contribute to said organization.

3. The knowledge-based management diagnosis method of claim 1, wherein knowledge-based management assets concerning the knowledge-based management of the organization are further collected from said respective subjects and accumulated as part of the knowledge assets.

4. The knowledge-based management diagnosis method of claim 1, wherein the feature assets include information pertaining to work styles of each subject.

5. The knowledge-based management diagnosis method of claim 4, wherein the information pertaining to work styles of each subject include at least one status pertaining to autonomy.

cooperation with other subjects, or location where work is performed.

6. The knowledge-based management diagnosis method of claim 5, wherein the information pertaining to work styles of each subject include a status pertaining to interrelate with other subjects.

7. The knowledge-based management diagnosis method of claim 1, wherein the step of analyzing said accumulated awareness data includes determining a correlation between the awareness data of the knowledge assets and the feature assets.

8. The knowledge-based management diagnosis method of claim 1, the step of analyzing the accumulated awareness data includes determining a correlation between the awareness data of the knowledge assets and the feature assets pertaining to each subject's cooperation with other subjects.

9. The knowledge-based management diagnosis method of claim 3, wherein in the step of analyzing the accumulated awareness data includes determining a correlation between the awareness data of the knowledge assets and the knowledge-based management assets.

10. The knowledge-based management diagnosis method of claim 3, wherein the step of analyzing the accumulated awareness data includes determining a correlation between the awareness data of the knowledge-based management assets and the feature assets.

11. The knowledge-based management diagnosis method of claim 3, wherein the step of analyzing the accumulated awareness data includes determining a correlation between the awareness data of the knowledge-based management assets and the feature assets pertaining to each subject's cooperation with other subjects.

12. The knowledge-based management diagnosis method of claim 1, further comprising the steps of grouping the subjects who substantially possess at least one of the knowledge assets and the feature assets input based upon the results of the analysis, and constructing an information community that expresses the subject group.

13. The knowledge-based management diagnosis method of claim 1, further comprising the step of grouping the subjects in said organization, and constructing information communities that express the subject groups.

14. The knowledge-based management diagnosis method of claim 1, wherein a predetermined set of organizations is selected, said awareness data is collected from each organization and accumulated, and the accumulated awareness data is analyzed for the respective organizations, and comparisons between the organizations are included in the results of the analysis.

15. The knowledge-based management diagnosis method of claim 1, wherein the step of collecting and accumulating

awareness data is performed using a server prior to the step of analyzing the accumulated awareness data.

16. The knowledge-based management diagnosis method of claim 15, wherein said awareness data is weighted by each subject.

17. The knowledge-based management diagnosis method of claim 16, further comprising the step of grouping said subjects, and collecting and accumulating awareness data from each group of subjects.

18. A knowledge-based management diagnosis apparatus for collecting data from a plurality of subjects in an organization, the apparatus comprising:

an accumulation component through which the respective subjects enter awareness data expressing at least knowledge assets and feature assets about actions and the accumulation component accumulates the awareness data; and

a presentation component which analyzes the accumulated awareness data and outputs results of the analysis to a presentation side terminal through a communication link.

19. A program product in a computer readable medium for collecting data from a plurality of subjects in an organization, the program product comprising:

programming for collecting awareness data from the respective subjects and accumulating the awareness data, the awareness data expressing at least knowledge assets and feature

assets about actions; and

programming for analyzing the accumulated awareness data and outputting results of the analysis toward a presentation side terminal through a communication link.

20. A knowledge-based management diagnosis method comprising the steps of:

displaying a plurality of knowledge items which include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

accumulating as first awareness data knowledge items input as being presently important to an organization by a plurality of subjects belonging to the organization and determining as results for the first awareness data the number of inputs for each knowledge item input as being presently important, and also accumulating as second awareness data knowledge items input by said plurality of subjects as becoming important for the organization in the future and determining as results for the second awareness data the number of inputs for each knowledge item input as becoming important; and

comparing results determined for the first awareness data and the second awareness data, and displaying the compared result in association with the respective knowledge items.

21. The knowledge-based management diagnosis method of claim 20, wherein the subjects include a member of the management, and results of the inputs of the member of the

management are displayed together with the compared result.

22. A knowledge-based management diagnosis apparatus for collecting data from a plurality of subjects pertaining to an organization to which the subjects belong, the apparatus comprising:

an output component which outputs display information for displaying a plurality of knowledge items which include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

a calculation component which accumulates as first awareness data the knowledge items input from the plurality of subjects in correspondence with the display of said knowledge items, as being presently important for the organization and determines as results for the first awareness data, the number of inputs for each knowledge item input as presently important, and which also accumulates as second awareness data the knowledge items input from said plurality of subjects as becoming important for the organization in the future and determines as results for the second awareness data the number of inputs for each knowledge item as becoming important; and

a presentation component which compares results determined for the first awareness data and for the second awareness data, and which displays the compared result in association with the respective knowledge items.

23. A program product for use with a computer in

collecting data from a plurality of subjects belonging to an organization, the program product comprising:

programming for outputting display information for displaying a plurality of knowledge items which include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

programming for accumulating as first awareness data knowledge items input by the plurality of subjects in correspondence with the display of said knowledge items as being presently important for the organization and determining as results for the first awareness data the number of inputs for each knowledge item input as presently important, and also accumulating as second awareness data knowledge items input on said plurality of subjects as becoming important for the organization in the future and determining as results for the second awareness data the number of inputs for each knowledge item input as becoming important; and

comparing results determined for the first awareness data and the second awareness data, and displaying the compared result in association with the respective knowledge items.

24. A knowledge-based management diagnosis method comprising the steps of:

displaying a plurality of knowledge items which include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

accumulating as first awareness data knowledge items input by a plurality of subjects as being presently important for an organization to which said subjects belong, and determining the number of inputs for each knowledge item input as presently important, and also accumulating as second awareness data knowledge items input by said plurality of subjects as becoming important for the organization in the future and determining the number of inputs for each knowledge item input becoming important;

accumulating as third awareness data, information pertaining to the degree of contribution of each subject to said plurality of knowledge items as input by said plurality of subjects; and

specifying the subjects who have input the data pertaining to the degree of contribution for at least one knowledge item.

25. The knowledge-based management diagnosis method of claim 24, further comprising the steps of receiving input from said subjects work style data pertaining at least to working autonomy, interaction with other persons, or places where said subjects perform work, comparing with predetermined ideal work styles, and presenting differences between input and ideal work styles.

26. A knowledge-based management diagnosis apparatus for collecting data from a plurality of subjects belonging to



an organization, the apparatus comprising:

an output component which outputs display information for displaying a plurality of knowledge items which include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

a calculation component which accumulates as first awareness data knowledge items input by the plurality of subjects as being presently important for the organization, and determines the number of inputs for each knowledge item input as presently important, and which also accumulates as second awareness data knowledge items input by said plurality of subjects as becoming important for the organization in the future, and determines the number of the inputs for each knowledge item input as becoming important;

an accumulation component which accumulates as third awareness data, information pertaining to the degree of contribution of said subjects to said plurality of knowledge items as input by said plurality of subjects; and

a specification component which specifies the subjects who have input data pertaining to the degrees of contribution for at least one knowledge item.

27. A program product in a computer readable medium for collecting data from a plurality of subjects belonging to an organization, the program product comprising:

programming for outputting display information

displaying a plurality of knowledge items that include at least an item relating empirical knowledge and an item relating to standardized knowledge;

programming for accumulating as first awareness data knowledge items input by the plurality of subjects as being presently important for an organization to which said subjects belong, determines the number of the inputs for each knowledge item, and also accumulating as second awareness data knowledge items input by said plurality of subjects as becoming important for the organization in the future, and determines the number of the inputs for each knowledge item;

programming for accumulating as third awareness data, information pertaining to degree of contribution of said subjects to in said plurality of knowledge items as input by said plurality of subjects; and

programming for specifying the subjects who have input data pertaining to degree of contribution for at least one knowledge item.

28. A knowledge-based management diagnosis method comprising the steps of:

displaying a plurality of knowledge items that include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

accumulating as first awareness data knowledge items input by a plurality of subjects as being presently important

for an organization to which said subjects belong, and determining as results the number of the inputs for each knowledge item input as presently important, and also accumulating as second awareness data knowledge items input by said plurality of subjects as becoming important for the organization in the future, and determining as results the number of inputs for each knowledge item input as becoming important; and

comparing results calculated for the first awareness data and results calculated for the second awareness data, classifying said organization into one of a plurality of categories based upon the comparison results, and outputting the classification result.

29. A knowledge-based management diagnosis apparatus for collecting data from a plurality of subjects, the apparatus comprising:

an output component which outputs display information for displaying a plurality of knowledge items that include at least an item relating to empirical knowledge and an item relating to standardized knowledge;

a calculation component which accumulates as first awareness data knowledge items of the plurality input by the plurality of subjects as being presently important for an organization to which said subjects belong, determines as results for the first awareness data the number of inputs for

each knowledge item, input as presently important and which also accumulates as second awareness data knowledge items input by said plurality of subjects as becoming important for the organization in the future, and further as results for the second awareness data the number of inputs for each knowledge item input as becoming important; and

a classified category output component which compares results calculated for the first awareness data and results calculated for the second awareness data, classifies said organization into a plurality of categories based upon the comparison results for collecting data using a computer from a plurality of subjects belonging to an organization, the program product, and outputs the classified categories.

30. A program product in a computer readable medium comprising:

outputting display information for displaying a plurality of knowledge items that include at least an item relating to empirical knowledge, and an item relating to standardized knowledge;

accumulating as first awareness data the knowledge items input by the plurality of subjects as being presently important for the organization determines as results for the first awareness data the number of inputs for each knowledge item input as being presently important, and also accumulating as second awareness data knowledge items input by said plurality

of subjects as becoming important for the organization in the future, and determines as results for the second awareness data the number of the inputs for each knowledge item input as becoming important; and

comparing results calculated for the first awareness data and results calculated for the second awareness data, classifying said organization into a plurality of categories based upon results of the comparisons, and outputting the classified categories.